

IRTA thanks you in advance for your cooperation. Your answers will help us improve.

Please return this survey to:

**IRTA, Pg. de Gràcia, 44, 3ª Planta, E-08007 Barcelona**

Fax: + 34 93 467 40 42 - Phone: +34 93 467 40 68 - e-mail: gestio.qualitat@irta.cat

Contact person: **Anna Palli i Güell**

Customer:	
Contact person:	e-mail:

**A) Please, answer the following questions by writing an "X" on your selected answer and feel free to add any comments you deem convenient.**

1. Which is your general satisfaction level regarding IRTA?

Very unsatisfied  (1) Slightly unsatisfied  (2) Neither satisfied nor unsatisfied  (3) Satisfied  (4) Very satisfied  (5)

2. Would you choose IRTA's service again?

Definitely not  (1) Probably not  (2) Maybe  (3) Probably  (4) Definitely  (5)

3. Would you recommend IRTA to others?

Definitely not  (1) Probably not  (2) Maybe  (3) Probably  (4) Definitely  (5)

4. How would you evaluate IRTA compared to other service organizations/companies you have worked with?

A lot worse  (1) A little worse  (2) Approximately the same  (3) Slightly better  (4) Much better  (5)

Comments and suggestions to help us improve:

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**B) Please evaluate the following items according to the SATISFACTION LEVEL you have experienced according to our organization's behaviour in each aspect.**

	<b>SATISFACTION</b>				
	Much worse than expected	Worse than expected	Just as expected	Better than expected	Much better than expected
<b>Project preparation and development</b>					
1. Initial contact was easy	1	2	3	4	5
2. Response time has been adequate	1	2	3	4	5
3- Work proposal adjusts to your needs	1	2	3	4	5
4. Work schedule adjusts to your needs	1	2	3	4	5
5. It has been easy to contact the project responsible	1	2	3	4	5
<b>Customer service</b>					
1. We contact you frequently enough	1	2	3	4	5
2. Technical capacity and support	1	2	3	4	5
3- Our personnel is courteous and sufficiently involved	1	2	3	4	5
4. Flexibility in negotiations	1	2	3	4	5
5. Complaint management	1	2	3	4	5
<b>Results delivery</b>					
1. We have met the initially established schedule	1	2	3	4	5
2. The final report was thorough	1	2	3	4	5
3- The report was properly presented	1	2	3	4	5
4. Quality-price relation	1	2	3	4	5

Comments and suggestions to help us improve:

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